

Release Notes

HP ProLiant Storage Server iSCSI Feature Pack

Product Version: Version 1.52

December 2004

Part Number: T3669-90906

This document provides information not covered elsewhere in user documentation for the HP ProLiant Storage Server iSCSI Feature Pack (V1.52). Refer to this document if you plan to install, configure, and use this application. For other related documentation, access the HP storage web site at: <http://www.hp.com/country/us/eng/prodserv/storage.html>.



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This document is intended for administrators who purchased the HP ProLiant Storage Server iSCSI Feature Pack Version 1.52.

These release notes cover the following topics:

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- [iSCSI Feature Pack issues](#), page 7
- [Application Storage Manager issues](#), page 8
- [Troubleshooting Tips](#), page 10

For general information on using the iSCSI Feature Pack, please refer to the following:

- HP ProLiant Storage Server iSCSI Feature Pack Quick Setup Guide (installation booklet)
- Online Help (accessible through the software)
- iSCSI Feature Pack User Guide (on the Documentation CD)
- Application Storage Manager User Guide (on the Documentation CD)

White papers and best practices documents are available on the HP web site at <http://www.hp.com/support/storage>. Go to Network Attached Storage (NAS) and select **HP Upgrades/Options/Accessories**. Then select **HP StorageWorks iSCSI Feature Pack**.

Installation issues

This section provides information about installing the HP ProLiant Storage Server iSCSI Feature Pack programs.

The HP ProLiant Storage Server iSCSI Feature Pack Installer

The iSCSI Feature Pack Installer presents only those software options that are compatible with the operating system of the destination server. During installation, HP-recommended features are checked and the description of each feature is shown. The Installer interface also detects any previous installations of a feature.

Supported Configurations

The Installation CD contains both the iSCSI Feature Pack target software and Application Storage Manager (ASM) software. This software is supported on the following HP ProLiant Storage Servers:

Table 1: Supported servers

Software	Supported servers
iSCSI Feature Pack and ASM software	HP ProLiant ML110 Storage Server HP ProLiant DL100 Storage Server HP ProLiant ML350 G4 Storage Server HP ProLiant ML370 G4 Storage Server HP ProLiant DL380 G4 Storage Server (Standard and External Storage Models) HP ProLiant DL380 G4 Storage Server (SAN Storage Model) NOTE: ASM is not supported on this system. HP StorageWorks NAS 500s HP StorageWorks NAS 1200s NOTE: ASM is not supported on this system. HP StorageWorks NAS 1500s HP StorageWorks NAS 2000s

Installing Application Storage Manager

You install iSCSI Feature Pack target software and the Application Storage Manager (ASM) using the iSCSI Feature Pack Installation CD. You must install the ASM software on the HP ProLiant Storage Server and on any Exchange 2003 servers in your environment with Exchange data (Mail Stores, Public Stores, and Logs) you plan to host on the Storage Server.

During the installation process:

- You are prompted for an administrator user name and password. This user account can be a local administrator or a domain administrator. Entering a domain administrator account provides the additional ability for ASM to automatically detect all Exchange servers in your domain.
- While installing the ASM Exchange Agent on your Exchange server, select the iSCSI Snapshot components only if you have purchased and obtained license keys to enable them.
- ASM is already installed if you receive the message: `Service Already Exists`. Uninstall ASM using **Start > Control Panel > Add or Remove Programs**, and then reinstall it.

Licensing the iSCSI Feature Pack

Before running ASM, license the iSCSI Feature Pack. A License Key Entitlement Certificate is included in your iSCSI Feature Pack software kit.

To install the license:

1. Make sure you have the iSCSI license keys.
2. Login to the Storage Server.
3. Launch Internet Explorer (IE) to start the Web Administration console. Login as **administrator** using your **local administrator** password.
4. Click the **iSCSI** tab. Then click the **Configuration** tab.
5. Select **License and Version Information**.
6. In the License and Version Information window, click **Add**.
7. First enter the license key to activate the iSCSI Feature Pack. Then enter license keys for any other features you purchased.
8. After you are done, exit IE.

After installation, you can access ASM by clicking the ASM icon on your Storage Server desktop.

Virtual Disk Service (VDS) does not start on Exchange server after installation

Occasionally, after installing the ASM Agent on the Exchange server, the Microsoft Virtual Disk Service does not start. The VDS should always be running if the ASM Agent is running.

To verify the service is running:

1. Select **Start > Programs > Administrative Tools > Services**.
2. Scroll down and select **Virtual Disk Service**.
3. Verify that the service is running. If it is not running, right-click **Virtual Disk Service**, and select **Start**.

Unsigned driver installation

During the installation of the iSCSI Feature Pack, you are notified that an *unsigned driver* is being installed. This driver is a SCSI HBA emulation driver and is necessary for the proper operation of the iSCSI Feature Pack.

If this driver is not properly installed, the iSCSI Feature Pack installation fails. To correct this situation, go to the Support/Tools directory on your iSCSI Feature Pack Installation CD and run the `FSRepair.exe` utility. Then, reboot the Storage Server and reinstall the iSCSI Feature Pack with the unsigned driver.

iSCSI Feature Pack issues

The following section provides information about the iSCSI Feature Pack target software.

Shadow Copy Web UI page does not display properly

After installing the iSCSI Feature Pack target software, the Windows Storage Server (WSS) 2003 Web UI shadow copy page may not display properly. To correct this, exit the WSS Web UI and use the standard Microsoft shadow copy tools in Windows Explorer or in My Computer.

iSCSI Oracle 10g Snapshot Agent availability

Oracle snapshot agents are currently available for Oracle versions 8i and 9i only. Oracle 10g snapshot agents will be available at a later date.

Application Storage Manager issues

The following section provides information about the ASM component of the iSCSI Feature Pack.

Task View dialog

The Task View dialog is displayed automatically for any task that takes longer than two seconds to complete. You can manually launch it at any time from the ASM toolbar (**Tools > Task Viewer**). After storage system changes are made, the Task Viewer window opens (if the task is longer than two seconds) and shows that the system is running and the task status.

iSCSI license key error

If ASM is launched before installing the iSCSI license key, a warning box notifies you that iSCSI is not licensed. A hyperlink to the iSCSI License Key web page is provided. Click the link to install the license.

After the license is installed, clicking **OK** displays an error page stating the following: The web page has timed out or you might have opened this page without opening the default home page.

If you receive this error, the iSCSI license key installed successfully. You can ignore the error and begin using ASM.

Dynamic Disks are not supported

ASM and iSCSI Feature Pack software do not support Windows Dynamic Disks configured on the Storage Server.

Migrated Exchange Storage Group components display as size zero

After migrating Exchange Storage Group components to the Storage Server, ASM displays the component size as zero. This occurs because the actual size of the component data has not been determined.

To update the component size display, do one of the following:

- Restart ASM.
- From the menu bar, select **Actions > Refresh**.
- Wait up to one hour until a refresh occurs automatically.

Duplicate Exchange Storage Group components displayed

ASM displays duplicate Exchange Storage Group components if the components are migrated as follows:

1. To the Storage Server
2. Manually off the Storage Server
3. Back to the Storage Server (a second time)

To remove the duplicate Exchange components from view:

1. Right-click the component to remove from view.
2. Select **Remove from view**.
3. Click **OK** to confirm the action.

Stacked bar chart error in Allocate Space Advanced Storage Attributes dialog box

After you make changes to Allocated Space and click **Advanced** to access the Advanced Storage Attributes, the dialog box may contain the following error message: Stacked bar chart error: there must be at least one row and one numeric column, and data should be all positive or negative.

This message occurs if the system is attempting to display boundary storage size values.

To correct the error:

1. Click **Cancel** on the Advanced Storage Attributes dialog box.
2. Change the allocated size slightly in the Allocate Space Wizard.
3. Click **Advanced** again.

ML110 and DL100 systems do not support creating and growing storage space

ASM does not support creating and growing RAID sets and logical drives on HP ProLiant ML110 and DL100 Storage Servers containing the Adaptec 2410 storage controller. These systems are shipped with the storage pre-configured.

Attaching disks with different capacities on a controller is not supported

ASM does not support disks with different capacities attached to the same controller where they could be shared by the same RAID set or virtual array.

To work around this issue, move disks of the same size to the same controller.

Note: For systems with SmartArray 6404 controllers that act as two 2-port controllers, same sized disks need only be moved to their own 2-port pair to work correctly.

ASM sets warning and critical thresholds for the directory quotas

The warning threshold value that is entered for an application area corresponds to the WSS WebUI Directory Quotas warning and critical threshold values. ASM sets both the warning value and the critical value to the number entered in the ASM warning threshold field.

To set different warning and critical values, set the critical value in the WSS WebUI Directory Quotas page rather than setting it in ASM.

Note: Only the warning value is displayed in the ASM user interface.

Troubleshooting Tips

This section provides troubleshooting information.

ASM Errors

All ASM-detected errors are logged to the Windows Event Manager, so you should examine the Event Manager contents if problems occur. You can also look for additional error information by selecting **Start > Programs > Administrative Tools > Event Viewer**.